



Surgery Activity at a Glance:

In October, November, December 2018 and January 2019, we provided 9,656 telephone consultations. 3,288 face to face GP appointments, 707 home visits, 3,265 Nurse appointments, 4,672 HCA appointments. 262 new patient registrations and cared for 43 visitors!

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Unity Alcohol and Drug Recovery Service ¹

Unity is your local Alcohol and Drug Recovery Service in Cumbria. The Carlisle and Eden Team offer services across the district of Carlisle and Eden; covering a wide geographical area encompassing Wigton all the way to Alston.

What do they do?

They provide assessment, treatment, intervention and support for all those who present with a substance misuse problem. These problems may include:

- Both harmful and dependant alcohol use.
- Opiate use; including heroin, illicit opiates, prescribed and over the counter medication.
- Cocaine and crack cocaine use.
- Amphetamine use.
- Illicit benzodiazepine use.
- Illicit pain medication use; for example: gabapentin, pregabalin, etc.
- Cannabinoid use (including synthetic cannabinoids such as spice).
- Novel psychoactive substance use.

What do they offer?

- Brief interventions for those requiring alcohol and drug education and harm reduction. This is a 4 week group work programme, with a commitment of 1 hour a week.
- Longer term interventions for those with complex needs. Recovery Plans based on individual need.
- Opiate replacement therapy where this is indicated.
- Relapse prevention medication such as Naloxone and Disulfiram.
- Community and inpatient detox for both alcohol and drugs.
- An extensive group work programme including Pre/Post Detox group and our Discovery Group (A 12 week programme exploring all aspects of addiction and recovery).
- Access to Breaking Free Online. An evidence based recovery programme that you can carry in your pocket. <https://v4.breakingfreeonline.com/>
- A Harm reduction service that includes; Needle / Syringe Exchange, Naloxone dispensing in the form of the lifesaving Prenoxad pen, BBV testing and access to Hep C treatment.
- Drug and alcohol testing using oral drug screening kits and breath alcohol tests.
- Physical health and mental health screening.



A day in the life of frailty Nurse, Trish. ¹

NHS health camajns ²

Staff news ³

Attendance figures & DNA policy ⁴

Surgery times and PLT Surgery closing dates ⁴

Contact information ⁴



If you feel you, or someone you know may need the services of Unity you can self-refer by calling them directly on 01228212060.



Trish's days can vary depending on the needs of the GPs that day. She works in the community working alongside the GPs to offer help and support to our more frail patients in their own home.

Frailty describes how as we get older our bodies gradually lose their in-built reserves, leaving us vulnerable to serious, sudden changes in health triggered by seemingly small events such as a minor infection.

It is associated with low physical activity, weight loss, muscle weakness, slowed performance and memory loss. People who are frail are more likely to fall, develop a disability or be admitted to hospital and in extreme cases have to move into a residential or nursing home.

It is important to identify Frailty sooner rather than later so if you have experienced any of the following please contact the surgery

- If you have noticed you are shrinking or have lost weight,
- If you feel weak and can't grip things like you did.
- If you feel exhausted and your normal activities take it out of you
- If your walk has slowed or you have fallen
- If your memory is letting you down

The good news though is that Frailty is preventable and can be improved quite easily by;

Looking after your health. Stopping smoking and reducing alcohol intake. Having regular eye, foot and dental checks. Try to be active every day, "Rest is Rust" so keep moving even if you are unable to get out and about. Loss of muscle mass is a big cause of frailty. Walking and easy strength training exercise has been shown to increase strength and reduce weakness.

Eat a good diet to maintain your weight and energy levels Have three well balanced meals a day including meat or fish, fresh fruit and vegetables and whole grains

Keep your mind active. Positive thinking helps. Keep socially connected, volunteer, take up a new hobby

More information on Health Aging is available from Age UK

Trish Birtle, Frailty nurse

There are two NHS campaigns running currently. If you think you are due to have a cervical smear or have recently received an invite letter via post, please contact the surgery as soon as possible to book in with us.

The 'Stay well' campaign is designed to help those with minor health concerns right there and then rather than contacting the GP. Pharmacists can prescribe on the NHS if needed and will refer you to a GP if necessary. This helps GP practices prioritise appointments for those with more serious health concerns. Please keep this in mind when deciding where to go or call.

NHS HEALTH CAMPAIGNS

Public Health England

Cervical screening can stop cancer before it starts

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with your GP practice now.**

Remember to book cervical screening!

NHS

CERVICAL SCREENING SAVES LIVES

Your pharmacy team can help you with minor health concerns

We're healthcare experts who can give you clinical advice, right there and then. And if symptoms suggest it's more serious, we'll ensure you get the help you need. We're here to help you and your family stay well.

STAY WELL

nhs.uk/staywellpharmacy

Kristi Anderson, Pharmacy Technician

Natalie Ruddick



Sadly ,Natalie decided to leave the practice in December for personal reasons.

We wish her well and thank her for all her hard work here at the Lakes, and hope she keeps in touch.



Sue Birkbeck has moved onto Kirkby Stephen Practice



Sue has worked with us at the Lakes for 27 years, she has been an integral part of the practice and will be missed by every single member of the team.

Sue, worked as our Senior medical secretary, as a member of our Practice Management Team, co-ordinating our flu campaigns like a champion!

We wish her good luck for her new role at The Upper Eden Practice in Kirkby Stephen, they are extremely lucky to have her.

Kirsty Hadley and Lori Verey Welcome back!

Our Patient Support Team member , Kirsty, and our Physicians Associate Lori are both back off maternity leave.

Welcome Samantha Gargett- Operations Manager

Samantha joins us from Cumbria Health On Call (CHoC), out of hours GP service where she had worked for 8.5 years and has become part of our practice management team, undertaking the role operational lead, based at the surgery 3 days a week.

Whilst at CHoC, Samantha worked with a number of surgeries throughout the County in the role of Non-Clinical Training Lead and latterly worked on the launch of the extended access service, as Service Manager (North). Outside of the healthcare sector Samantha runs her own consultancy company working with private sector businesses throughout the UK, supporting them to identify areas for improvement and working closely with staff to enhance or improve customer care standards. She is also a school governor at a local Cumbrian primary school.

Having worked within the healthcare and private sectors for a number of years, Samantha brings her with her a wealth of knowledge and experience to complement our well led and forward thinking teams here at our practice.



Samantha lives with her Husband, 3 children, 2 black labs and 90 odd Texel sheep, which her husband classes as a hobby. We are not convinced yet that Samantha views it quite in the same way!



Appointments Attended & Did Not Attend Policy

Listed below are the numbers of appointments which patients **did** attend over a 4 month period. We strongly ask that if you book an appointment, you record it carefully and you call to cancel if you find you are unable to attend, so that we can have the opportunity to offer the appointment to another patient.

	Oct	Nov	Dec	Jan	Total
GP's	893	759	644	992	3,288
Nurses	868	1198	509	690	3,265
HCA	1254	1499	809	1110	4,672

11,225 = TOTAL NUMBER OF APPOINTMENTS **ATTENDED** IN 4 MONTHS

Lakes Medical Practice Did Not Attend Appointments Policy.

We have designed a policy for people who consistently do not attend appointments. This is unfortunate, but as I hope you agree, it wastes valuable time for all concerned. If a patient fails to attend three appointments at the surgery without contacting us prior to it with a reason we will send out a polite reminder letter. If they fail to attend another appointment within a six month period of this letter, we will again write advising them that we will be contacting the Health Authority to seek their removal from our Practice list. This is the final resort and we will endeavour not to have to do this. If there are mitigating circumstances for non-attendance, it will be taken into consideration.

Surgery Opening Times

Monday–Friday: 08:30- 19:30 Phones are open from 8am-18:30

Saturday : Open one Saturday per Month 08:30-11:30

It's not a 999 emergency. But you need medical help fast. There's now **111** when it's less urgent than 999



The Practice will be closed from 1pm for training on:

10th April, 16th May, 12th June, 11th July, 11th September, 10th October and 13th November 2019

Useful Contact Numbers

Penrith Hospital	01768 245555	District Nurses	01946853333	Boots Pharmacy	01768 862735
Penrith Hospital Minor Injuries	01768 245569	Health Visitors	01768 245615/620	Well Pharmacy	01768 862 695
X-ray Department	01768 245575	Eden Community Re-	01768 245577	Cowpers Pharmacy	01768 862063
Mindline Cumbria	03005610000	Podiatry/Chiropody	01768 245628	Morrisons Pharmacy	01768 862055
Hospital Transport	08000323240	Emergency Dentist	01228 603900	Penrith Health Centre Pharmacy	01768 864761
Cumberland Infirmary	01228 523444	Sexual Healthline	08456583131	Sainsburys Pharmacy/Lloyds	01768 892400

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web site: www.thelakesmedicalpractice.co.uk**